



CITY OF CHELSEA, MA
Human Resources Department

City Hall, 500 Broadway, Room 301 · Chelsea, MA 02150
Phone: 617.466.4170 · Fax: 617.466.4175

Library Community Services Technician

Department: Chelsea Public Library

Union: AFSCME – Pay Class/Grade: 1407

Salary: \$51,800

POSITION SUMMARY

Position holder performs a variety of duties in support of various technical tasks. The Library Community Services Technician will provide technical support and service to the Library's IT operations and community technical resources. This position's duties include an emphasis on customer service to Library patrons and program participants. Provide technical service, support and problem resolution to the Chelsea's Public Library programs and its various community partnership programs, through in-person and the Help Desk resource initiative. Will configure PC's, network printers and troubleshoot problems with same. Primary point of contact with Metro-Boston Library Network; takes action concerning upgrades, software issues and maintenance in order to assure uninterrupted delivery of services. Will work closely with City's IT staff. May conduct public/staff training.

EDUCATION AND EXPERIENCE

A minimum of three (3) years of technical experience, with basic computer maintenance and support, and basic technology resources such as projectors, printers, scanners, video conferencing technologies such as WebEx and Zoom conferencing services, etc. Basic verifiable knowledge on Cisco networking equipment and components (switches, routers, VoIP). CompTIA A+ Certification is a must (or obtained within one year of hire date). Bi-lingual Spanish/English preferred, with clear communication skills (addressing needs, and ensuring customers have good experience).

SKILLS, KNOWLEDGE & ABILITIES

Knowledge of personal computers, network computers, and peripheral computer components as normally attained through a certificate program, preferably Associate's degree in systems technology or systems applications. Hands on knowledge of various operating systems and application software as acquired through at least one (1) years related work experience; Library systems experience highly desirable. Demonstrated service and support experience with a variety of peripheral equipment and electronic devices.

Familiarity with the terms, concepts and systems employed in a networked environment. Proficient with Microsoft Office Suite (Word, Excel, Access and PowerPoint). Basic web design skills. Work experience of at least one year in a similar work environment is desirable. A combination of education and solid work experience demonstrating the skills needed. Support of all the PC computer systems Peripherals PC Operating Systems (Windows 10, iPads, Macs and Chromebooks). Knowledge in Window Server 2016, Microsoft Active Directory, Google's Workspace.

Ability to rapidly acquire working knowledge and skills in the practices and techniques of modern library technological operation. Ability to communicate effectively in regards technology needs and resources. Ability to comprehend and follow Employee, Department and Technology policies. Physical ability to carry out designated IT responsibilities (able to lift equipment up to 40 pounds). Ability to work nights and weekends as needed. Ability to maintain accurate records for Library and Technical Resources. Ability to work independently to the extent appropriate to the position.

Qualified candidates submit a cover letter and resume to Human Resources, City of Chelsea, 500 Broadway, Room 301, Chelsea, MA 02150 or email to jobs@chelseama.gov. Application forms are available in the Human Resources Department.

The City of Chelsea is an Equal Opportunity Employer